SITSD Services Catalog
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Rate Sheet FY 15
10/20/2014

Business Services

Service Category		Service	Brief Service Description	FY 2015 Annual Rate	FY 2015 Invoice Rate	Frequency and Unit
Business Services	FileNet	FileNet Initial Setup	Initial setup of FileNet. The unit is equal to a one-time fee for the staff time required to set-up, configure, and support the initial setup of the FileNet P8 environment. This is a one-time charge only and does not include ongoing support.	$ 3,333.45	$ 3,333.45	Per Setup
		FileNet Enterprise Licensing	This service provides the enterprise wide distribution of the software licensing costs for the FileNet P8 products. Also included is the maintenance and upgrade support from IBM.	$ 604.35	$ 50.36	Monthly per User
		FileNet Ongoing Support	FileNet support after the initial setup of the FileNet software.	$ 1,458.38	$ 121.53	Month
		FileNet Server Environment	Ongoing support of the FileNet server environment used to host Customer applications. This service provides for the ongoing support, maintenance and upgrade of the FileNet server environment.	$ 195.91	$ 16.33	Monthly per Gb
		FileNet Disk Storage	Optical disk storage space is available for FileNet P8 imaging applications. This service is only available for SITSD-hosted FileNet Imaging Servers.	$ 8.33	$ 0.69	Monthly per Gb
	Real Time - Lync	Real Time Communication Base Service	Enrollment in this service provides access to several features for personnel with an account in the Enterprise Active Directory.	$ 39.48	$ 3.29	Monthly per Per User
		Real Time Communication Voice Service	Lync including Microsoft Exchange voice mail.	$ 76.90	$ 6.41	Monthly per Set
	SharePoint	Application Hosting - SharePoint - Add Space	Additional hosting space for Customer content in all environments	$ 581.99	$ 48.50	Monthly per 5 Gb
		Application Hosting SharePoint Site - Dedicated	Access to a dedicated platform, in which the customer is the sole users	$ 10,346.43	$ 862.20	Monthly
		Application Hosting - SharePoint Site - Shared	The Customer gains access to a shared platform, in which they are member of a shared service.	$ 8,582.95	$ 715.25	Monthly
	Video Services	Video Conference; Management	Hourly video bridging per site	$ 39.34	$ 39.34	Hour per Site Conference
		Video conference Raw DVD	1 DVD recording of a video conference	$ 51.09	$ 51.09	Conference
		Video conference recording	Archive (Limited time) recording of a video conference	$ 50.87	$ 50.87	Conference
		Video streaming	Live streaming of a SUMMITNET video conference	$ 25.17	$ 25.17	Conference
		Video Conferencing Managed Bridge Service - Unlimited	SITSD offers a full suite of interactive video conference services, including setup and coordination, vendor interface, conference confirmations, conference and network management, and billing services (using the state's telecom billing system), as well as system/room design assistance, maintenance, and training.	$ 3,876.51	$ 323.04	Monthly per End Point
		Video Off-Site Pass-Thru	Pass-Thru of off site charges (Vendor charges)	PT	PT	Pass-Thru
	Sharp Content	Sharp Content Maintenance and Support	Ongoing maintenance and support of the Sharp Content web content management software.	$ 636.69	$ 53.06	Monthly per Support
		Sharp Content Primary Domain Initial Setup	Initial setup, installation and configuration of Sharp Content web content management software for a single domain on a SQL server for the Primary Domain of the Customer.	$ 636.69	$ 636.69	Setup
		Sharp Content Sub-site Initial Setup	Initial setup, installation, and configuration of the Sharp Content web content management software on a SQL server for a Sub-site.	$ 106.11	$ 106.11	Setup
	Email	Email - Additional Space	Additional mailbox capacity in 50MB increments for an individual email box on the Exchange server.	$ 12.96	$ 1.08	Monthly per 50 MB
		Email - Archive	(New) allows customers to have a copy of their mailbox maintained in a separate location that includes all of the correspondence that was present at the time of the service being enabled, and it captures all additional correspondence sent to and from the specific mailbox.	$ 31.06	$ 2.59	Monthly per Mailbox
		Email - Special Restore Service	Restoration of an individual's email box.	$ 879.75	$ 879.75	Mailbox Database Restore
		Email - Legal Hold	Provide a special archive service for legal holds or other retention of email mailboxes. This service provides retention of email mailboxes on archive backup tapes due to discovery or other actions that may require retention of records.	$ 4,528.91	$ 377.41	Monthly per Legal Hold
		Email - List Server (Lyris)	This service provides an Email List Management Service.	$ 0.0476	$ 0.0476	Message per Recipient
		Email - Public Folder	Setup and configuration of Public Folders in Microsoft Outlook	$ 1.58	$ 0.13	Monthly per 1 MB
		Email - Mailbox	Basic Exchange Mailbox service that includes Exchange hardware, software, and Windows Mobile Services.	$ 23.39	$ 1.95	Monthly per Mailbox

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Business Services	**SAS**	SAS Add-on ETS Module	License for SAS ETS Module	$ 193.19	$ 193.19	Module
		SAS Add-on ODBC Module	License for SAS ODBC Module	$ 417.89	$ 417.89	Module
		SAS Add-on QC Module	License for SAS QC Module	$ 465.66	$ 465.66	Module
		SAS Add-on Share Module	License for SAS Share Module	$ 1,060.43	$ 1,060.43	Module
		SAS Core Modules Bundle	License for SAS Core Modules, Windows Enterprise Computing Offer and StatPlus (Base, Stat, Graph, AF, FSP, Assist, Connect, Insight, PCFF, EIS, EntGuide, IML), includes support	$ 1,837.44	$ 1,837.44	Core Bundle
	Support Services	WebDefend Services	This service provides protection of Customer managed web applications. This is the same software that SITSD uses to protect SITSD managed web applications.	$ 4,800.00	$ 400.00	Monthly per site
		Computing Systems Monitoring	Attended monitoring of computing systems on a 24X7 basis.	$ 89.62	$ 89.62	Hourly
		Virtual Desktop as a Service (retired service on 5/2014)	Desktop services provides a managed desktop service for agencies to meet personal computing requirements.	$ ~~529.71~~	$ ~~44.14~~	Monthly per Virtual Desktop
		Microsoft - SCCM Central Administration Site (CAS)	SCCM Central Administration Site (CAS) service hosted by SITSD	$ 21.94	$ 21.94	Device
		Microsoft - SCCM Support	Microsoft System Center Configuration Manager (SCCM) Support	$ 108.85	$ 108.85	Hour
		Remote Hands (new service 6/2014)	The Data Center Facilities staff offers a Remote Hands Service. SITSD staff will assist you with small tasks pertaining to equipment that resides on the Data Floor at the SMDC and MCDC.	$ 90.00	$ 90.00	Billed in 30 Minute Increments
		WSUS	Windows Server Update Services (WSUS) provides a software update service for Microsoft Windows operating systems and other Microsoft software.	$ 2.97	$ 2.97	Yearly per machine
	Software	Microsoft Enterprise Agreement	Includes all of the features of the Microsoft Enterprise Agreement	$ -	PT	Monthly per License/User
		Datawatch/Monarch Modeler	Report analysis tool - SITSD purchases and will pass thru the cost to your agency	$ -	PT	PT
		PM Central (New Service 9/2014)	Project Management tool -	$ 5,852.16	$ 487.68	Per Month/ per site
		xRM (New service 9/2014)	xRM is the platform that gives you the foundation to mold Microsoft Dynamics CRM into line-of-business (LOB) solutions	$ 5,452.91	$ 454.41	Per Month/ per instance
	Audio Conference Calling	Audio Conference into existing Video Bridge	SITSD provides a first-rate multi-point audio conference bridge. Whether you are connecting the minimum of 3 sites or the maximum of 61, our experts will help you schedule, coordinate and conduct successful end-to-end conferences with ease and flexibility.	$ 19.76	$ 19.76	Occurrence
		Telephone Conference Call 3-5 Ports	Schedule and set up conference calls for state employees on 15-minute increments of time. This service includes a setup fee based on the number of ports reserved for the call.	$ 11.02	$ 11.02	Call
		Telephone Conference Call 6-10 Ports	Schedule and set up conference calls for state employees on 15-minute increments of time. This service includes a setup fee based on the number of ports reserved for the call.	$ 22.42	$ 22.42	Call
		Telephone Conference Call 11-15 Ports	Audio Conference Calling	$ 28.62	$ 28.62	Call
		Telephone Conference Call 16-20 ports	Schedule and set up conference calls for state employees on 15-minute increments of time. This service includes a setup fee based on the number of ports reserved for the call.	$ 33.84	$ 33.84	Call
		Telephone Conference Call 21-25 ports	State Government Operators can schedule and set up conference calls for state employees on 15-minute increments of time. This service includes a setup fee based on the number of ports reserved for the call.	$ 88.36	$ 88.36	Call
		Telephone Conference Call 26-60 ports	Schedule and set up conference calls for state employees on 15-minute increments of time. This service includes a setup fee based on the number of ports reserved for the call.	$ 50.55	$ 50.55	Call
		Telephone Conference Call Changes	Setup and provision service for conference calls. The first change per call is free. There is a charge for each additional change.	$ 4.17	$ 4.17	Change
		Telephone Conference Call Long Distance Minutes	Per minute charge for long distance conference call connections.	$ 0.08	$ 0.08	Minute
	Automated Call Distribution	Advanced ACD Agent	Advanced ACD agent (attached to an Advanced ACD port) in an Advanced ACD group. ACD groups typically have multiple agents. The Customer must have an Advanced CDN and an Advanced ACD Port to have Advanced ACD Agents who are responsible for answering the incoming calls.	$ 257.35	$ 21.45	Monthly per Agent
		Advanced ACD CDN	This service provides the Control Directory Number (CDN) for an Advanced ACD group. This is the Customer's published phone number.	$ 202.42	$ 16.87	Monthly per CDN
		Advanced ACD Port	Automated Call Distribution (ACD) port on the telephone switch. The ACD Port is typically used when a group of staff are trained to answer similar calls in an attempt to more evenly distribute incoming telephone workload.	$ 209.65	$ 17.47	Monthly per Port

		Basic ACD Agent	Automated Call Distribution (ACD) agent (attached to a basic ACD port) in a Basic ACD group. ACD groups typically have multiple agents. The Customer must have an ACD port to have an ACD agent. ACD Ports route incoming ACD calls to ACD agents, who are responsible for answering the incoming calls.	$ 158.40	$ 13.20	Monthly per Agent
		Basic ACD Port	Automated Call Distribution (ACD) port on the telephone switch (PBX). The ACD Port is typically used when a group of staff are trained to answer similar calls in an attempt to more evenly distribute incoming telephone workload.	$ 172.30	$ 14.36	Monthly per Port
Buisness Services	Telephone Sets Analog (For all telephone detailed product information, go to the product catalog which is located in the Service Catalog - Home » Business » Voice Services » Desktop Telephone Services » Catalog of Telephones)	2500 Analog Desk Set	Please see the Telephone Product Catalog for more information.	$ 48.69	$ 4.06	Monthly per Set
		2554 Analog Wall Set	Please see the Telephone Product Catalog for more information.	$ 65.77	$ 5.48	Monthly per Set
		8001 Analog Set	Please see the Telephone Product Catalog for more information.	$ 55.76	$ 4.65	Monthly per Set
		8004 Analog Set	Please see the Telephone Product Catalog for more information.	$ 67.73	$ 5.64	Monthly per Set
		8314 Analog Set	Please see the Telephone Product Catalog for more information.	$ 80.06	$ 6.67	Monthly per Set
		2008 Basic	Please see the Telephone Product Catalog for more information.	$ 92.92	$ 7.74	Monthly per Set
		2008 Basic w/ Speaker	Please see the Telephone Product Catalog for more information.	$ 98.27	$ 8.19	Monthly per Set
		2008 Basic w/Display	Please see the Telephone Product Catalog for more information.	$ 101.82	$ 8.49	Monthly per Set
		2008 Basic w/Display & Speaker	Please see the Telephone Product Catalog for more information.	$ 120.95	$ 10.08	Monthly per Set
		2616 22 Button Add-on Module	Please see the Telephone Product Catalog for more information.	$ 111.81	$ 9.32	Monthly per Set
		2616 Basic Speaker	Please see the Telephone Product Catalog for more information.	$ 123.47	$ 10.29	Monthly per Set
		2616 Basic Speaker & Display	Please see the Telephone Product Catalog for more information.	$ 128.30	$ 10.69	Monthly per Set
		3903 Digital Set	Please see the Telephone Product Catalog for more information.	$ 120.31	$ 10.03	Monthly per Set
		3904 Digital Set	Please see the Telephone Product Catalog for more information.	$ 160.90	$ 13.41	Monthly per Set
	Telephone Sets Voice Over IP	1120E VOIP Set	Please see the Telephone Product Catalog for more information.	$ 161.95	$ 13.50	Monthly per Set
		1140E VOIP Set	Please see the Telephone Product Catalog for more information.	$ 241.57	$ 20.13	Monthly per Set
		1150E VOIP Set	Please see the Telephone Product Catalog for more information.	$ 227.54	$ 18.96	Monthly per Set
	Misc. Voice Services	Dial Tone	Required for any voice connection	$ 81.98	$ 6.83	Monthly per Dial Tone
		Installation Fee - Add new or move existing phone	For the Installation of a new phone or the move of an existing phone and its features	$ 48.20	$ 48.20	Add - Moves or Changes
		Info Operator Pass-Thru	Information Operator	PT	PT	Pass-Thru
		International Call Pass-Thru	International Calling	PT	PT	Pass-Thru
		Long Distance; Minutes	The service is based on the Class of Service for the telephone and billed by the minute. Additional charges may apply if the Customer adds or changes long distance services.	$ 0.0737	$ 0.0737	Minute
		Toll free 900 Pass-Thru	The service is based on the incoming calls routed to a toll free number. The service is billed monthly based on the minutes used.	PT	PT	Minute
		Toll free minutes	The service is based on the Class of Service for the telephone and billed by the minute. Additional charges may apply if the Customer adds or changes long distance services.	$ 0.1023	$ 0.1023	Minute
		IVR Minute	Minute of usage on the Interactive Voice Response (IVR) system.	$ 0.0516	$ 0.0516	Minute
		Software Feature Change	Customer software feature changes to their telephone service.	$ 5.96	$ 5.96	Per Change
		Calling Card - Pass-thru	Added as a Pass-Thru item based on 1 years usage	PT	PT	Pass-Thru
		RAN Recorded Announcement	This service provides recorded announcements (RAN's) for the Customer based on the Customer's requirements.	$ 104.82	$ 8.74	Monthly per Announcement
		Collect Calls - Pass-thru	Added as a Pass-Thru item based on 1 years usage	PT	PT	Pass-Thru
		Directory Assistance - Pass-thru	Added as a Pass-Thru item based on 1 years usage	PT	PT	Pass-thru
	Voicemail	Voice Mail - 3 minutes	a voice mailbox that is associated to a phone line with up to three (3) minutes of storage for messages.	$ 62.41	$ 5.20	Monthly per 3 Minutes
		Voice Mail - additional minute	additional minute of message storage in the Customer's Voicemail box	$ 30.19	$ 2.52	Monthly per Minute
	Voice Menu	Voice Menu - 25	automated voice menu service for a Customer with low incoming call volume to one (1) main phone number.	$ 71.07	$ 5.92	Monthly per 25
		Voice Menu - 50	automated voice menu system for a Customer with high incoming call volume to one (1) main phone number.	$ 167.72	$ 13.98	Monthly per 50

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Connectivity Services

Service Category		Service	Brief Service Description	FY 2015 Annual Rate	FY 2015 Invoice Rate	Frequency and Unit
Connectivity Services	**LAN**	Authenticated Network Device	This service provides a local area network (LAN) connection for a single device. This connection may be available in 100 Mb or 1 Gb configurations depending upon the installed equipment at the end users location.	$ 166.39	$ 13.87	Month /Device
		Helena Campus Network Access	Site is directly connected to the Helena Data Center billed by AND count at location	$ 197.04	$ 16.42	Monthly per User
		Network Connection - Alternate Data Center 10 Gb	10 Gb Ethernet	$ 2,111.29	$ 175.94	Monthly per Port
		Network Connection - Alternate Data Center 1GB	Includes Standard Data Center Cabling	$ 356.60	$ 29.72	Monthly per Port
		Network Connection - Helena Data Center 10 GB	Includes Standard Data Center Cabling	$ 2,225.76	$ 185.48	Monthly per Port
		Network Connection - Helena Data Center 1GB	Includes Standard Data Center Cabling	$ 370.17	$ 30.85	Monthly per Port
	WAN	Remote Network Access / WAN device	Remote site with Local Loop charges billed by AND count by location	$ 203.73	$ 16.98	Monthly per User
		WAN Circuit Pass-Thru	The charge for all remote WAN connections will be billed as a direct pass through to the customer based on the Remote Network Access WAN device count per remote location.	PT	PT	Pass-Thru
		Wireless Bridge	Site-to-site (point-to-point) 54Mb wireless bridge connection which is a logical extension of SummitNet.	$ 318.84	$ 26.57	Monthly per Wireless Bridge
	Remote Access	VPN Connection	Provides a client Virtual Private Network (VPN) connection	$ 250.35	$ 20.86	Monthly per Account
		VPN Site-to-Site ASA	Remote site connected via Internet Services Provider	$ 330.90	$ 27.58	Monthly per ASA
	Security Services	Firewall Administration - Advanced	This service provides a fully managed advanced firewall administration service with intrusion detection and intervention.	$ 1,947.56	$ 162.30	Monthly per firewall device

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System Services

Service Category		Service	Brief Service Description	FY 2015 Annual Rate	FY 2015 Invoice Rate	Frequency and Unit
Sytem Services	Mainframe Processing	Mainframe - BATCH	Batch CPU processing - Jobs are scheduled based on job class and priority as entered by the Customer.	$ 1.3620	$ 1.3620	CPU Second
		Mainframe - BATCH Non Prime	Batch CPU processing non-prime shift (5:30PM to 7:30AM). Jobs are scheduled based on job class and priority as entered by the Customer.	$ 0.6865	$ 0.6865	CPU Second
		Mainframe - BATCH Development	Batch CPU processing - Jobs are scheduled based on job class and priority as entered by the Customer.	$ 0.4506	$ 0.4506	CPU Second
		Mainframe - CICS	Mainframe real time transactional processing with traditional 3270 (dump terminal) and network (web browser, web services, tcpip) access to VSAM and IDMS data.	$ 1.1181	$ 1.1181	CPU Second
		Mainframe - CICS Development	Mainframe real time transactional processing with traditional 3270 (dump terminal) and network (web browser, web services, tcpip) access to VSAM and IDMS data.	$ 0.2939	$ 0.2939	CPU Second
		Mainframe - IDMS ADS	IDMS (Integrated Database Management System) is a relational model and network (CODASYL) database management system for mainframes.	$ 0.9719	$ 0.9719	CPU Second
		Mainframe - IDMS ADS Development	IDMS (Integrated Database Management System) is a relational model and network (CODASYL) database management system for mainframes.	$ 0.1944	$ 0.1944	CPU Second
		Mainframe - IDMS BATCH	Provides batch access to an IDMS database.	$ 2.6799	$ 2.6799	CPU Second
		Mainframe - IDMS BATCH Development	Provides batch access to an IDMS database.	$ 0.5360	$ 0.5360	CPU Second
		Mainframe - IDMS CICS	This service provides CICS driven IDMS database.This service cannot exist without a CICS transaction and is in addition to the CICS processing when IDMS database access is involved.	$ 0.5481	$ 0.5481	CPU Second
		Mainframe - IDMS CICS Development	This service provides CICS driven IDMS database.This service cannot exist without a CICS transaction and is in addition to the CICS processing when IDMS database access is involved.	$ 0.4014	$ 0.4014	CPU Second
		Mainframe - IDMS BATCH Non Prime Shift	Batch access to the IDMS database non-prime shift (5:30PM to 7:30AM) as a part of a batch job.	$ 0.6069	$ 0.6069	CPU Second
		Mainframe RDS Document Direct	This service is made up of two parts, the back end data repository called Report Distribution Software (RDS) and the front end client called Document Direct.	$ 0.0416	$ 0.0416	Pages Viewed
		Disk Storage - Mainframe	Magnetic disk space on a high performance array on the Mainframe. This service is billed per Mb day.	$ 0.0009	$ 0.0009	MB Days
		Tape Storage - Virtual	Data storage on virtual tape. This is part of the Virtual Tape System (VTS) sub-system on the Mainframe.	$ 0.0385	$ 0.0385	MB Days
		TSO	Provides real time terminal access to the Mainframe.	$ 2.4584	$ 2.4584	CPU Second
		TSO - Development	Provides real time terminal access to the Mainframe.	$ 0.4917	$ 0.4917	CPU Second
		MF Address Certification Service	Provides USPS mailing address certification through Pitney Bowes Finalist software	$ 0.2681	$ 0.2681	CPU Second
	Co-Location Hosting	Data Center Rack Space - FRB (Federal Reserve Bank) (Service Retired 5/2014)	Rack space - FRB - Helena	$ 9,395.16	$ 782.93	Monthly per Rack
		Data Center U Space - FRB (Federal Reserve Bank) (Service Retired 5/2014)	U Space - FRB - Helena	$ 440.28	$ 36.69	Monthly per 1U
		Data Center Rack Space - MCDC (Miles City)	Rack Space - Miles City	$ 10,551.31	$ 879.28	Monthly per Rack
		Data Center U Space - MCDC (Miles City)	U Space - Miles City	$ 489.72	$ 40.81	Month per 1U
		Data Center Rack Space - SMDC (Helena)	Rack space - SMDC- Helena	$ 6,184.52	$ 515.38	Monthly per Rack
		Data Center U Space - SMDC (Helena)	U space - SMDC - Helena	$ 287.75	$ 23.98	Month per 1U
		Data Center U Space - Iconnect (Billings)	U space - Billings	$ 851.84	$ 70.99	Month per 1U

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System Services	**Server Hosting**	AIX - Virtual Server	Provides a Virtual Server running in SITSD's VIO environment. This service provides a managed AIX operating system with an entry level 2/10ths of a CPU, 4GB RAM.	$	4,754.09	$	396.17	Monthly per Server
		AIX - Virtual Server - Add'l *CPU*	Additional CPU in 1/10th increments up to a maximum of 4 full CPUs for a virtual server running in the VIO environment.	$	710.14	$	59.18	Monthly per 1/10th CPU over Base
		AIX - Virtual Server - Add'll *RAM*	This service provides additional memory for a virtual server running in the VIO environment. The memory is sold in 1GB increments (maximum 32 GB).	$	278.27	$	23.19	Monthly per 1 GB Memory over Base
		AIX - Virtual Server - Add 'l *Disk*	This service provides additional magnetic disk space for virtual servers on a fiber channel Storage Area Network (SAN) array.	$	19.04	$	1.59	Per GB
		Virtual Server	This service provides a Virtual Server running in SITSD's VMware ESXi environment with a minimum of two (2) virtual CPUs, and 4GB RAM with a maximum of eight virtual CPUs and 96GB RAM.	$	1,690.07	$	140.84	Monthly per Service
	Alternate	Application Hosting Alternate *Server Environment*	Ongoing support, maintenance, and upgrade of the Windows Server IIS server environment that is not .NET.	$	84.89	$	84.89	GB Served
		Application Hosting Alternate *Server Initial Setup*	Initial setup for hosting an application on Microsoft IIS that is not .NET.	$	636.69	$	636.69	Setup
		Application Hosting Alternate Server *Ongoing Support*	Ongoing support, maintenance and upgrade of the applications hosted in the Microsoft IIS environment.	$	955.03	$	79.59	Monthly
	Application Server Hosting	Application Hosting App Server *Initial Setup*	Application Hosting Initial Setup for Java/Apache and Oracle	$	2,500.09	$	2,500.09	Setup
		Application Hosting App Server *Ongoing Support*	Application Hosting Ongoing Support Java/Apache and Application Hosting Ongoing Support Oracle	$	2,708.43	$	225.70	Monthly
		Application Hosting App Server *Licensing*	This service provides the enterprise wide distribution of the software licensing costs for the WebLogic (Oracle) servers.	$	3,355.49	$	279.62	Monthly
		Application Hosting App Server *Shared Environment*	This service provides the Customer use of shared WebLogic (Oracle) server enironments. There are two server environments available: test and production.	$	170.41	$	170.41	GB Served
	Citrix	Application Hosting Shared Environment *Additional Disk Space*	Additional Disk Space - Website Hosting	$	31.83	$	2.65	Monthly per GB
		Application Hosting - Citrix - *Shared Services*	Provides users secure access to Customer and State applications and files without having to install them on a user's local workstation. This service provides access to these applications and files anywhere provided the user has Internet access.	$	104.00	$	8.67	Monthly per Concurrent User
		Application Hosting - Citrix - *Dedicated Services*	Provides users secure access to Customer and State applications and files without having to install them on a user's local workstation.	$	57.19	$	4.77	Monthly per Concurrent User
		Application Hosting - Citrix - *Base & Licensing*	The secure gateway, licensing, utility servers and infrastructure needed to be able to host applications for Citrix.	$	256.78	$	21.40	Monthly per Concurrent User
	GIS	File Geo data hosting	File data hosting services for GIS applications connected to the ArcGIS server	$	6.07	$	0.51	Monthly per GB
		Geospatial Web Services	GIS mapping and web services that are customer managed and hosted on the SITSD Enterprise GIS Architecture.	$	1,269.10	$	105.76	Monthly per Web Service
		Geospatial Web Services Utilization	The data utilized as part of the SITSD Enterprise GIS Architecture.	$	0.02	$	0.02	Monthly per MB
	.NET	Application Hosting .NET Server Environment	Provided use of a shared .NET application server. The service provides ongoing support, maintenance and upgrade of the .NET application server environment used to host customer applications.	$	42.45	$	42.45	GB Served
		Application Hosting .NET Initial Setup	The initial setup for hosting a qualifying .NET application.	$	424.46	$	424.46	Setup
		Application Hosting .NET Ongoing Support	Ongoing support, maintenance and upgrade of the applications hosted in the Windows IIS/.NET environment.	$	636.69	$	53.06	Monthly

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System Services	**Oracle**	Oracle license agreement (OLSA)	SITSD has established an Oracle License and Service Agreement (OLSA) with Oracle for the purchase of Oracle Database and software licenses.		PT	PT	Pass-Thru
		Oracle Hosting - 8x5	This service provides 8X5 ongoing maintenance and support of the Oracle databases.	$ 3,925.91	$ 327.16	Monthly per Database
		Oracle Hosting - 24x7	This service provides 24X7 ongoing maintenance and support of the Oracle databases.	$ 4,107.32	$ 342.28	Monthly per Database
		Oracle Database Backup	Oracle Database Backup provides disk space for Oracle databases hosted by SITSD	$ 3.35	$ 0.28	Monthly Per GB
		Database Live Storage	This service provides disk space to customers to store their data, either attached to Virtual Servers hosted by DOA SITSD or as stand alone file shares.	$ 4.94	$ 0.41	Per GB
		Database Virtual Server	Database Virtual Server is for agencies who purchase Oracle Hosting 8X5, Oracle Hosting 24X7, SQL Server Hosting 8X5, SQL Server Hosting 24X7, SSRS Database Hosting 8X5, or SSRS Database Hosting 24X7 and would like the database(s) to be in a dedicated database environment. SITSD database analysts are the service owner of the database virtual servers.	$ 1,690.07	$ 140.84	Per Server
	SQL	SQL Database Backup	SQL Database Backup provides disk space for SQL Server databases hosted by SITSD. SITSD database analysts monitor and maintain databases backups.	$ 3.35	$ 0.28	Monthly Per GB
		SQL Server Hosting 8x5	This service provides the 8X5 support and ongoing maintenance of the SQL servers.	$ 932.64	$ 77.72	Monthly per Database
		SQL Server Hosting 24x7	24X7 support and ongoing maintenance of the SQL servers	$ 1,180.54	$ 98.38	Monthly per Database
		SQL Server VM Shared	SQL Server shared VM environment cost.	$ 447.19	$ 37.27	Monthly per Database
		SSRS Database Hosting - 8X5	SQL Server Reporting Services Database hosting services.	$ 286.52	$ 23.88	Monthly per Database
		SSRS Database Hosting - 24X7	SQL Server Reporting Services Database hosting services. Includes monitoring and support 24 hours a day 7 days a week. (typically production environment).	$ 417.84	$ 34.82	Monthly per Database
	Virtual Server Platform	Virtual Server Platform - *Base*	The Virtual Server Platform (VSP) allows a customer to create, manage and maintain their own virtual servers with any guest operating system they want that is supported by VMware vSphere 5	$ 36,144.84	$ 36,144.84	Instance
		Virtual Server Platform - *Host*	This service provides a Virtual Server Platform	$ 11,639.18	$ 11,639.18	Host
	Infrastructure Services	Backup Service - Backup GB	This service provides data backup. Data backup is defined as copying data and related software or supporting configurations to a separate storage media.	$ 3.35	$ 0.28	Monthly per GB
		Directory Services - Active Directory - Authentication Only	This is for Time Entry type access only.	$ 45.75	$ 3.81	Monthly per User
		Scheduling - Distribution (Servers)	This service provides scheduling of automated job streams in the mid-tier environment.	$ 11.09	$ 11.09	Monthly per Avg Number of Jobs Submitted
		Server Monitoring - Customer Facing - *Gold*	Monitoring is used by SITSD staff to aid in managing the server and application hosting environments. The monitoring information is used by SITSD staff to view the general health of the hosting environments and to assist in troubleshooting.	$ 5,940.98	$ 5,940.98	Configured monitoring package- OTO-FY
		Server Monitoring - Customer Facing - *Platinum*	Monitoring is used by SITSD staff to aid in managing the server and application hosting environments. The monitoring information is used by SITSD staff to view the general health of the hosting environments and to assist in troubleshooting.	$ 8,991.75	$ 8,991.75	Configured monitoring package- OTO-FY
	Software Configuration Management	Software Configuration Management *Initial Setup*	Initial setup of a project in the Software Configuration Management tool for development code source control and other featured services.	$ 424.46	$ 424.46	Setup
		Software Configuration Management Ongoing *Support*	Ongoing support, maintenance and upgrades of the Software Configuration Management Tool.	$ 106.11	$ 8.84	Monthly per Support
		Software Configuration Management Server Environment	Ongoing support for the server environment that hosts the Software Configuration Management Tool.	$ 21.22	$ 21.22	Bytes Served
	Storage Solutions	Archive Storage	Replaces tape storage	$ 2.72	$ 0.23	Monthly per GB
		Live Storage	This service provides disk space to customers to store their data, either attached to Virtual Servers hosted by DOA SITSD or as stand alone file shares.	$ 4.94	$ 0.410	Monthly per GB

SITSD Services Catalog
sitsdservicecatalog.mt.gov

Professional Services

Service Category		Service	Brief Service Description	FY2015 Annual Rate	FY2015 Invoice Rate	Frequency and Unit
Professional Services	Expert Time	Application Development - AI	Plan, develop and implement an application solution to meet your business needs, maintain or enhance their existing application, develop a new website, change an existing website, or develop their new eGovernment service.	$ 104.00	$ 104.00	Hourly
		Application Development - ITS	Plan, develop and implement an application solution to meet your business needs, maintain or enhance their existing application, develop a new website, change an existing website, or develop their new eGovernment service.	$ 104.00	$ 104.00	Hourly
		Contract Management	Subject Matter Professional for Contract Management	$ 112.48	$ 112.48	Hourly
		DBMS - Database Management Support Services	Install, configure, upgrade, patch, tune, maintain, and monitor databases, database servers, web servers, application servers and process schedulers.	$ 106.99	$ 106.99	Hour
		Enterprise application systems	Subject Matter Professional for Enterprise Applications.	$ 126.30	$ 126.30	Hourly
		Information Security Assessment	We assess Information Security Programs, Systems and/or Application Common Controls in line with NIST 800-53 Rev 4, NIST 800-37 Rev 1 and NIST 800-30 Rev 1 standards.	$ 167.28	$ 167.28	Hourly
		LAN Administration	Ongoing administration of customer-owned hardware and software, including monitoring and access administration, repair, configuration changes, and enhancements	$ 111.07	$ 111.07	Hourly
		Mainframe	This service provides consulting services for Mainframe applications and services. Availability of expert time is dependent upon current work load of DOA/ ITSD Personnel and not all requests may be able to be fulfilled.	$ 193.62	$ 193.62	Hourly
		Midtier	Consulting services for Mid Tier including Physical and Virtual servers, Shared AIX Oracle and SQL Servers, Custom Servers, and Novell e-Directory Services.	$ 128.11	$ 128.11	Hourly
		Network technology	Subject Matter Professional - Network Technologist	$ 127.42	$ 127.42	Hourly
		Procurement - Expert Time	An expert in this particular field, to review and assist with the development of customer business needs statements, requests for information (RFI), requests for proposals (RFP), and invitation for bids (IFB) review and assist with the IT Procurement Request (ITPR) process.	$ 112.48	$ 112.48	Hourly
		Remote Hands	The Data Center Facilities staff offers a Remote Hands Service. SITSD will assist you with small tasks pertaining to equipment that resides on the Data Floor at the SMDC and MCDC.	$ 90.00	$ 90.00	Billed in 30 Minute Increments
		Software Asset Management	Subject Matter Professional	$ 112.80	$ 112.80	Hourly
		Voice - Expert Time	Consulting Services with a Voice Services Technologist	$ 127.19	$ 127.19	Hourly

10/20/2014